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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I choose a competitive provider for my internet and phone services, first on DSL and now over fiber, for the following reasons:

- more reasonable rates/ better value for the money
- superior quality of service experience
- way better customer service and response to issues
- knowledgeable service agents who actually speak English and resolve issues

In contrast, I have tried using both nationwide service providers, with the following results:

- not delivering on the promised bandwidth, or throttling bandwidth without notice
- hassles with over-billing or being billed for non existing services. These typically result of hours of wasted time on hold to try to resolve the issues.
- lousy customer service, long hold times, clueless service agents with bad English and needing repeated calls to resolve issues.
- constant harassment to sell me extra services I do not want, like TV

I strongly object to the assertion that there is no need for competitive service providers. Based on my experience I would never choose a national provider over my local ISP.

Andrew Steele